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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

# Office Action Summary

**Application No.**

10/786,637

**Applicant(s)**

BOEDI ET AL.

**Examiner**

PETER CHOI

**Art Unit**

3623

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 01 April 2008.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 32 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 32 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SF/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_

### DETAILED ACTION

1. The following is a first **NON-FINAL** office action upon examination of application number 10/786,637. Claim 32 is pending in the application and has been examined on the merits discussed below.

### *Response to Amendment*

2. The preliminary amendment filed April 1, 2008 canceled claims 1-31 and presented new claim 32.

### *Claim Rejections - 35 USC § 112*

3. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. Claim 32 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claim 32 recites the limitation of "arranging said passenger reservation data"... for at least one of: a transport class, passenger gender, passenger booking country, and connecting transport information. However, it is unclear whether the claim encompasses at least one instance of each of these types of passenger reservation data are included, or at least one of these types of passenger reservation data is included. For examination purposes, it has been interpreted that this limitation requires

at least one of the passenger reservation data types from the list of transport class, passenger gender, passenger booking country, and connecting transport information. Clarification is required.

Similarly, claim 32 also recites a set of including "travel itinerary data, at least one of hotel reservation data, booking country of travel, travel package data, and car rental data". However, it is unclear whether the claim encompasses at least one instance of each of these types of travel itinerary data are included, or at least one of these types of travel itinerary data is included. For examination purposes, it has been interpreted that this limitation requires at least one of the travel itinerary data types from the list of hotel reservation data, booking country of travel, travel package data, and car rental data. Clarification is required.

Claim 32 also recites a set of including "past records of passenger flow activities, including at least one of gate allocation by arrival data, gate allocation by departure data, actual arrival times for said craft, and actual departure times for said craft". However, it is unclear whether the claim encompasses at least one instance of each of these types of passenger flow activity data are included, or at least one of these types of passenger flow activity data is included. For examination purposes, it has been interpreted that this limitation requires at least one of the passenger flow activity data types from the list of gate allocation by arrival data, gate allocation by departure data,

actual arrival times for said craft, and actual departure times for said craft. Clarification is required.

Claim 32 recites the step of "billing said transportation facility in accordance with passenger flow requests received". However, the premise of the billing is unclear; for example, is the billing based on a per-use fee, a licensing agreement, a variable rate depending on how much information is obtained or at what time the information is obtained (peak vs. off-peak rates), etc. Therefore, the claimed limitation is indefinite for failing to specify the premise of the billing.

Claim 32 recites the step of "assigning zones to said transportation facility-specific data according to operational groups and physical locations". However, the use of these "zones" is unclear, as zones are not used in describing passenger reservation data, passenger travel itinerary data, passenger flow activities, parsing and selecting passenger reservation data, presenting passenger flow information, or billing the transportation facility. The purpose of assigning zones is unclear, and therefore, indefinite.

#### ***Claim Rejections - 35 USC § 101***

5. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claim 32 is rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Claim 32 is rejected under 35 U.S.C. 101 based on Supreme Court precedent, and recent Federal Circuit decisions, the Office's guidance to examiners is that a § 101 process must (1) be tied to another statutory class (such as a particular apparatus) or (2) transform underlying subject matter (such as an article or materials) to a different state or thing. *Diamond v. Diehr*, 450 U.S. 175, 184 (1981); *Parker v. Flook*, 437 U.S. 584, 588 n.9 (1978); *Gottschalk v. Benson*, 409 U.S. 63, 70 (1972); *Cochrane v. Deener*, 94 U.S. 780,787-88 (1876). If neither of these requirements is met by the claim, the method is not a patent eligible process under 35 U.S.C. 101 and is non-statutory subject matter.

An example of a method claim that would not qualify as a statutory process would be a claim that recited purely mental steps. Thus, to qualify as a § 101 statutory process, the claim should positively recite the other statutory class (the thing or product) to which it is tied, for example by identifying the apparatus that accomplishes the method steps, or positively recite the subject matter that is being transformed, for example by identifying the material that is being changed to a different state. Although passenger flow information is posted on a web site, and passenger reservation data is stored in a data repository, these are deemed to be mere nominal ties to another statutory class.

Here, applicant's method steps, fail the first prong since they are not tied to another statutory class and can be performed without the use of a particular apparatus. Thus, claim 32 is non-statutory since they may be performed within the human mind.

Under the statutory requirement of 35 U.S.C. § 101, a claimed invention must produce a useful, concrete, and tangible result. For a claim to be useful, it must yield a result that is specific, substantial, and credible (MPEP § 2107). A concrete result is one that is substantially repeatable, i.e., it produces substantially the same result over and over again (*In re Swartz*, 232 F.3d 862, 864, 56 USPQ2d 1703, 1704 (Fed. Cir. 2000)). In order to be tangible, a claimed invention must set forth a practical application that generates a real-world result, i.e., the claim must be more than a mere abstraction (*Benson*, 409 U.S. at 71-72, 175 USPQ at 676-77). (Please refer to the "Interim Guidelines for Examination of Patent Applications for Patent Subject Matter Eligibility" for further explanation of the statutory requirement of 35 U.S.C. § 101.)

Regarding a concrete result, one must assess if the claimed invention yields a result that is substantially repeatable, i.e., a result that produces substantially the same result over and over again. Claim 32 recites the step of "billing said transportation facility in accordance with passenger flow requests received", but does not specify the premise of the billing. The claimed invention lacks concreteness, since the practice of billing the transportation facility is solely dependent on the subjectivity of a human user, which varies from person to person. In other words, the outcome of the practice of the

claimed invention is not substantially repeatable as different users may choose to utilize different billing schemes; since the claimed invention depends on factors that could yield a significantly altered result every time the invention is repeated, it lacks concreteness.

***Claim Rejections - 35 USC § 103***

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

7. Claim 32 is rejected under 35 U.S.C. 103(a) as being unpatentable over Nishimura (US Patent #6,003,009) in view of Dettelbach et al. (US Patent #5,253,166).

As per claim 32, Nishimura teaches a method for predicting passenger flow at a transportation facility, comprising:

- (a) receiving a request for passenger flow information from a requester (**col. 2, lines 21-35, selection of a combination of flight arrival information and flight departure information... select a passenger name from the passenger names displayed; col. 13, lines 55-59, baggage output request relating to a certain baggage item is receive from one of the terminals**);
- (b) selecting and analyzing passenger reservation data and other transportation facility-specific data in response to said request (**col. 2, lines 21-35, the**

**second selecting section selects one passenger name from the passenger names displayed on the display section by the second display control section that results from the selection of a combination of flight arrival information and flight departure information... baggage information is displayed corresponding to the passenger name selected; col. 13, lines 55-62, management section 41 extracts information relating to the delivery points for that baggage item from database 12, using the flight number and baggage ID contained in the output request);**

(c) providing said passenger flow information based on said data, in response to said analyzing step (**col. 2, lines 21-35, the second selecting section selects one passenger name from the passenger names displayed on the display section by the second display control section that results from the selection of a combination of flight arrival information and flight departure information... baggage information is displayed corresponding to the passenger name selected; col. 13, lines 55-62, outputs the extracted information to the requesting terminal);**

(d) posting said passenger flow information (**col. 2, lines 5-10, 21-35, information display section; display control section displays the flight arrival information and flight departure information stored in the transfer information database... display passenger names corresponding to the combination of flight arrival information and flight departure information.... display baggage information corresponding to the passenger name);**

(f) arranging said passenger reservation data by trip and including in said passenger reservation data a number of reservations for at least one of:

- (i) a transport class (**Figures 3-4, cols. 5-6, cols. 9-10, class of service**);
- (ii) passenger gender;
- (iii) passenger booking country (**Figures 3-4, cols. 5-6, cols. 9-10, depart and arrive city**); and
- (iv) connecting transport information,

wherein the step of arranging said passenger reservation data by trip includes arranging said passenger reservation by flight number (**Figures 3-4, col. 5, cols. 9-10, storing flight number**);

- (g) the selecting step further comprising selecting said passenger reservation data from said data repository (**col. 5, lines 7-11, flight information database 11, baggage information database 12, passenger information database 13**);

- (i) including in said transportation facility-specific data past records of passenger flow activities, including at least one of:

- (i) gate allocation by arrival data (**Figure 11, col. 5, lines 35-52, col. 6, lines 6-11, col. 8, lines 32-38, storing assigned gate, gate information; flight information database 11 is a database which is referred to and updated by the flight information systems and stores time information, status, assigned gate; assigned gate is information indicating the gate allocated for that airplane**);

- (ii) gate allocation by departure data (**Figure 11, col. 5, lines 35-52, col. 6, lines 6-11, col. 8, lines 32-38, storing assigned gate, gate information; flight information database 11 is a database which is referred to and updated by**

**the flight information systems and stores time information, status, assigned gate; assigned gate is information indicating the gate allocated for that airplane);**

(iii) **actual arrival times for said craft (col. 5, lines 35-50, flight information database stores time information comprising the scheduled, predicted and actual arrival and departure times for that airplane); and**

(iv) **actual departure times for said craft (col. 5, lines 35-50, flight information database stores time information comprising the scheduled, predicted and actual arrival and departure times for that airplane);**

(j) **presenting said passenger flow information in graphical form (Figure 10, step s201, col. 8, lines 25-31 - display information relating to flight arrival information and flight departure information from transfer information database).**

Further regarding (d), Nishimura teaches the step of posting passenger flow information, but does not expressly disclose that the information is posted on a web site.

However, Official Notice is taken that the step of posting information on a web site is old and well known in the art. One of ordinary skill in the art would have recognized that applying the known technique of posting information on a web site would have yielded predictable results and resulted in an improved system. It would have been recognized that applying the technique of posting information on a web site to the teachings of Nishimura would have yielded predictable results because the level of ordinary skill in the art demonstrated by the references applied shows the ability to

display information to users. Further, applying the technique of posting information on a web site to the information management method of Nishimura would have been recognized by those of ordinary skill in the art as resulting in an improved system that would allow additional means for which users to interact with and display information obtained from the travel information management system of Nishimura. Furthermore, it would have been obvious to one of ordinary skill in the art to include in the travel information management system of Nishimura the ability to post information on a web site since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

Nishimura does not expressly disclose

(e) assigning zones to said transportation facility-specific data according to operational groups and physical locations.

However, Official Notice is taken that transportation facilities are divided into a plurality of "zones" based on physical location and operation/function. For example, an airport has retail outlets, customs, baggage claim, security terminals and checkpoints, taxi stands, rental car counters, check-in counters for individual airlines, ticket counters, baggage check-in, passenger security screening, plane terminals (i.e., terminal A, B, C,

or West Terminal, North Terminal, etc.), terminals and gates (gate A1, gate B1, gate C1, etc.).

It would have been obvious to one of ordinary skill in the art to include in the transfer information management system of Nishimura the ability to establish a plurality of transportation facility zones based on operation and physical location, because doing so enhances the ability of Nishimura to provide helpful transfer information to airport users regarding the status and gate location of incoming and departing flights and their baggage. Further, the claimed invention is merely a combination of old and well-known elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

Furthermore, although Nishimura does not expressly disclose assigning zones to transportation facility-specific data according to operational groups and physical locations, these differences are only found in the non-functional descriptive material and are not functionally involved in the steps recited nor do they alter the recited structural elements. The recited method steps would be performed the same regardless of the specific zones, operational groups or physical location. The creation and assignment of zones is deemed to be directed towards non-functional descriptive material, as zones are not used in the generation of passenger flow information, or used in describing passenger reservation data, travel itinerary data, reservation data, or passenger flow

activities. Further, the structural elements remain the same regardless of the specific zones, operational groups or physical location. Thus, this descriptive material will not distinguish the claimed invention from the prior art in terms of patentability, *see In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994); *MPEP* § 2106.

Although Nishimura teaches a transfer information management device to be used in an airport to provide helpful transfer information to airport users, Nishimura does not expressly teach the step of:

(k) billing said transportation facility in accordance with passenger flow requests received.

However, Official Notice is taken that it is old and well known in the art to bill customers/users for using, renting, leasing, and/or licensing of products, and software packages. Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify the teachings of Nishimura to incorporate this well-known concept of charging users for the use of the provided transfer information management device, because doing so would allow a vendor of Nishimura's transfer information management system to collect revenue in exchange for its use at an airport by a traveler.

Further, it would have been obvious to one of ordinary skill in the art to include in the transfer information management system of Nishimura the ability to bill users for use of the transfer information management system since the claimed invention is merely a combination of old elements, and in the combination, each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

As per (g), the combined teachings of Nishimura and Dettelbach et al. do not expressly disclose the step of parsing said passenger reservation data before the selecting an analyzing step, the parsing step including removing confidential passenger information before storing said passenger reservation in a data repository.

However, Official Notice is taken that it is old and well known in the art to sanitize, or cleanse customer data by removing confidential or sensitive information before being stored. Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify the combined teachings of Nishimura and Dettelbach et al. to include the step of removing confidential customer information before storing customer data in a data repository, because doing so prevents or eliminates the possibility of credit or identify fraud in case the data repository is accessed by an unauthorized party

Although not explicitly taught by Nishimura, Dettelbach et al. teaches a travel reservation record keeping system that teaches the steps of:

(h) including in said passenger reservation data at least one of travel itinerary data, including at least one of:

(i) hotel reservation data (**Figures 3-4, col. 5, cols. 9-10, Hotel Booking Data, including company, location, check in and check out date, room type, fares, confirmation number, address, phone number**);

(ii) booking country of travel (**Figures 3-4, col. 5, cols. 9-10, arrive city**);

(iii) travel package data (**Figures 3-4, col. 5, cols. 9-10, the travel itinerary or "package"**); and

(iv) car rental data (**Figures 3-4, col. 5, cols. 9-10, Car Data, including company, drop off and pick up cities, drop off and pick up dates, type of car, car rates, confirmation number**).

Dettelbach et al. is directed towards record keeping of travel reservations of a traveler, whereas Nishimura is directed towards a related environment of providing "real-time" information to airport travelers in the process of executing travel reservations. Thus, it would have been obvious to one of ordinary skill in the art at the time of invention to modify the teachings of Nishimura to include the steps of storing at least one of hotel reservation data, booking country of travel data, travel package data, and car rental data within stored passenger travel itinerary data, because doing so

enhances the ability of Nishimura to provide helpful information to travel users, and further, since the information management device simply reads out information from various databases, it can be connected to existing systems without needing to change the composition of the existing systems [col. 9, lines 62-65], as taught by Nishimura.

Further, as disclosed by Nishimura, it is within the capabilities of one of ordinary skill in the art to connect various databases to the teachings of Nishimura since it merely reads out information from said databases. Therefore, it would have been obvious to one of ordinary skill in the art to include in the transfer information management system of Nishimura the ability to store additional types of passenger travel itinerary data, as taught by Dettelbach et al., since the claimed invention is merely a combination of old elements, and in the combination, each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

### ***Conclusion***

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Clark (US 2003/0102369) teaches a method of authenticating credit card transactions without storing credit card information. A customer may swipe their credit card through the slot of a hand module, and enter a confidential personal identification

number. The module is plugged into a base unit, where the PIN information and credit information is extracted and provided to a credit card processing entity. The credit card information and the personal identification number is automatically deleted from the base unit after the processing.

Beard (US 2003/0135470) teaches a method for credit card purchases that reduces credit card fraud by eliminating the need for a credit card holder to relinquish control of a credit card, and the information it contains, to another individual, such as a merchant, during a credit card transaction. A wireless communications device is used as a proxy to provide payment and receive approval or denial from a merchant. The merchant never sees the credit card and never knows the credit card number.

Ezaki (US Patent #6,493,610) teaches a flight information providing apparatus that provides information on flights, customers, flight destination, takeoff status, difference from scheduled takeoff, landing status, difference from scheduled landing, and passenger lists per flight.

Kawamata (US Patent #6,338,041) teaches a passenger management system that tracks current passenger location, and for each flight, the gate, the flight number, the area, the number of passengers checked in and not checked in, passenger names and destinations.

Kumhyr et al. (US 2004/0260598) teaches a method and apparatus for gathering flight plan data and passenger manifest data, including flight number, location, destination, aircraft type, the number of passengers, passenger identifiers, passenger name, flight and passenger destination, and notifying vendors of flight plan changes.

Tuttle (US Patent #7,030,732) teaches a system and method for locating individuals and equipment, airline reservation, and communication.

Jane L. Snowdon et al.'s "Avoiding the Blues for Airline Travelers" (reference –U) teaches the development of a simulation model to represent passenger journeys within an airport. Simulation models are built using IBM's Journal Management Library, and are useful in helping airlines what impact new technologies, such as self-service kiosks, voice recognition check-in, smart cards, electronic ticketing, and radio frequency devices will have on bottlenecks, personnel needs, and customer service levels. The model accounts for premium passengers (first class, elite frequent flyers), passenger activities (issue ticket, issue boarding pass, accept baggage, clear security, clear immigration, clear customs, gate check-in, and boarding control) and flight specific data (airline code, flight number, scheduled departure time, assigned gate number, estimated departure time, number of first class, business class and economy class passengers), passenger arrival patterns (passenger type, time of day, flight type), and passenger definition (passenger status, ticket status, ticket type, and payment type).

Lorenzo Brunetta et al.'s "An Operations Research Model for the Evaluation of an Airport Terminal: SLAM (Simple Landside Aggregate Model)" (reference 1-V) teaches the modeling of airport terminal operations, including ticket counters and baggage check-in, passenger security screening, passport control, customs, and baggage claim facilities. The model accounts for passenger demand patterns, including age, trip purpose, baggage status, and whether the passenger has a ticket and boarding pass. The model uses a first in – first out gate assignment rule.

Jane Snowdon et al.'s "IBM Journey Management Library: An Arena System for Airport Simulations" (reference 1-W) teaches the use of Arena to develop a model for running airport simulations. The IBM JML includes flight schedule module (airline code, flight number, scheduled departure time, aircraft time, and flight type), carrier specific data module (assigned gate number, estimated departure time, number of first class, business class, and economy class passengers).

Fathi Sokkar et al.'s "Examination of Air Traffic Flow at a Major Airport" (reference 1-X) discusses creating a simulation model to examiner air traffic flow at the Detroit Metropolitan Wayne County Airport. The model represents the three terminals: the International, North and South terminals, where Concourses A and B are in the South terminal, and C, D, E, F, and G are in the North terminal. Ninety two gates are available for aircraft parking in the three terminals. The module uses the Official Airline Guide's data of schedule arrival and departure flights, hourly arrival and departure

counts of scheduled and non-scheduled flights, gate configuration for each concourse, gate assignments, and departing flight numbers corresponding to each flight.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to PETER CHOI whose telephone number is (571)272-6971. The examiner can normally be reached on M-F 9-5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Beth Boswell can be reached on (571) 272-6737. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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/P. C./  
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./Jonathan G. Sterrett/

Primary Examiner, Art Unit 3623